



PLACER COUNTY  
**SHERIFF**  
CORONER-MARSHAL



MAIN OFFICE  
P.O. BOX 6990  
AUBURN, CA 95604  
PH: (530)889-7800 FAX: (530)889-7899

TAHOE SUBSTATION  
DRAWER 1710  
TAHOE CITY, CA 96145  
PH: (530)581-6300 FAX: (530)581-6377

**EDWARD N. BONNER**  
SHERIFF-CORONER-MARSHAL

**STEPHEN L. D'ARCY**  
UNDERSHERIFF

## PRESS RELEASE

Date/Time of Release: Friday, April 12, 2002  
Date/Time of Occurrence: Sunday, April 14 through Saturday, April 20  
Nature of Event: National Telecommunicators Week  
Location of Event: Auburn and Tahoe

Released by: Virginia Ferral, (530) 886-5386

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### **SHERIFF EDWARD N. BONNER RELEASES THE FOLLOWING:**

Sunday, April 14 marks the beginning of a week earmarked to recognize public safety dispatchers across the nation. The Placer County Sheriff's Department has planned several events to recognize the excellent work performed by its dispatchers.

At the sheriff's Auburn headquarters, National Telecommunicators Week kicks off with an ice cream social hosted by Placer Public Employees Organization, followed by a hot dog lunch sponsored by the Placer County Law Enforcement Chaplaincy, a pizza day and a barbecue hosted by local fire districts.

According to Sheriff's Communication Services Deputy Director Virginia Ferral, today's public dispatchers have complex and critically important jobs. In 2001, 35 sheriff's dispatchers were responsible for receiving and dispatching approximately 200,000 calls for emergency services in all of unincorporated Placer County, including the town Loomis and the city of Colfax. These calls included everything from answering simple questions to talking someone through CPR instruction, while at the same time dispatchers processed radio traffic from deputies and firefighters in the field.

The skills required of public safety dispatchers are considerable, including the ability to do, hear and act on many things at one time, using a complexity of computers, radios and telephone equipment. Unfortunately, Ferral said, most people who call 911-dispatch centers are angry, scared or frustrated, which further hampers good communication.

Hopefully, most citizens will never need the skills of a public safety dispatcher, but they may rest assured that those working for the Placer County Sheriff's Department are a well-trained and highly dedicated group of professionals.